

CaER ISO9000Implementation Team Meeting
2/14/2002

Attendees:

Susan Cloud – CD01
Tricia Kennedy – CD01
Wendy Sullivan – CD02
Mack Blackman – CD10
Tina Smith – CD20
Caroline Wang – CD30
Lynn Garrison – CD30
Michael McLean – CD40
Judi Hollingsworth – CD50
Shelia Nash-Stevenson – CD60
Betty Humphery – CD70

Issues Discussed:

1. James Wyckoff from TD has requested to sit in on our next ISO meeting and see how CaER directorate runs the ISO implementation team meeting.
2. All conference rooms must have a Quality Policy poster and frame, MSFC Value poster and frame, and Safety poster and frame.

Action: Fill out email template letting Caroline know how many posters and/or frames your department needs.

3. CD has not submitted any continual improvement stories to the website. Our goal is to submit 10 stories from within CaER. These stories must be submitted before the MQC (early March).

Action: Find out what improvement stories your department can submit and fill out the form Caroline provided with the details. The potential improvement stories will be discussed at the next meeting.

Potential Continual Improvement stories are as follows:

CD01 – SES brochure

Smart Books

CD02 – NASA STARS

CD03 – First Time Launch Viewer's Program

CD10 – NASA STARS

CD20 – E-Learning

Scantron surveys

CD30 - Space Act Agreement

Software Releases

CD40 – Activation of Continual Improvement website

4. John Heath presented CD20's method of gathering customer feedback through the Scantron survey. This combination of E-listen survey software and Optical Mark Reader hardware provide the capability to perform integrated data collection. The E-listener software allows you to develop web-based forms and surveys. CD20 has its

customers complete this survey after they have taken a training course. If the students are in a classroom with a computer, then the survey is filled out via the computer and stored in a database. Once in the database, reports and metrics can be generated. If the students are in a classroom without computers, they manually fill out paper surveys. Then, the paper surveys are scanned into the database. Whether surveys are completed on the computer or on paper, the data is stored in the database and the software can tabulate statistics from the results. The questions on the surveys can be altered to relate to different courses. A Question Library Bank provides scientifically validated questions on a variety of topics that will assist in developing your own questions for surveys.

Action: John Heath and Kevin Plank need to discuss contractual regulations regarding surveys.

Action: John Heath and CD40 need to work together in developing organization and center-wide surveys using this new technology.

5. ISO Master Schedule for 2002

Action: Have somebody with Microsoft Project create an updated Master Schedule

Action: Caroline – insert milestones in Master Schedule for reviewing OWI's before the audit

April 15 – complete center- wide directives and submit to Susan Cloud

July 15 - complete center-wide directives and submit to Susan Cloud